Customer Guide to Section 22 Requests

What is a S22 Request?

You may have some queries about your year-end account statement and want to see some more detail to get a better understanding of the figures included.

Under Section 22 of the Landlord and Tenant Act 1985, a leaseholder or the Secretary of a Recognised Tenants Association has the right to request the opportunity to inspect the accounts, receipts and all other documentation supporting the end of year accounts, and to take copies of extracts from them. This is known as a Section 22 (S22) Request.

How do I make a request?

All requests must be made in writing within 6 months from the date you receive the year end accounts. You can make a request by email to info@s4bmanchester.co.uk or via the portal. Your request should include your name, address and telephone number, as well as the year that the request relates to. Please be specific about what charges you want to see evidence for as that will help us respond to your query quickly. If we are not clear what you are asking for, we may contact you for further information.

How/where can I inspect the accounts/supporting documents?

The quickest and most practical way to provide you with documents to inspect is electronically via an email link. However, if you would prefer to inspect them in person, we will make facilities available to do this – arrangements will be made during office hours on a case-by-case basis, depending on the availability of both parties. If you want us to provide you with copies of any documents, a fee will apply.

What information will you give me?

We will make copies of documents, reports and receipts available for you to inspect. These will be documents relating to the most recent year end only. You can ask for specific documents, for example you may wish to see copies of all invoices relating to repairs for your location, or you can ask for copies of everything we have available.

Will I get copies of invoices?

We are required to provide you with the opportunity to inspect accounts, receipts and other documents which support the end-of-year accounts, which will include invoices where available. However, for some costs invoices are not generated. Where this is the case, we will provide alternative evidence to support the expenditure.

Why would some invoices not be available?

There are four main reasons why invoices might not be available:

1. We have accrued a cost. This happens when we are expecting a cost but have not yet received it. To ensure monies are available to pay the charge when it comes in, we "accrue" or hold back the amount we expect to be charged. We will make it clear on the summary document if we have accrued a cost.

2. We have a ‘self-billing’ arrangement with a contractor. Self-billing is an arrangement made between a supplier and a customer where the supplier does not have to produce an invoice to receive payment for their services. The supplier must confirm the service has been provided and under a self-billing arrangement they will receive automatic payment. In these situations, no physical invoice is available, but we will provide copies of supporting information to evidence the service has been provided.

3. Some contractors submit consolidated as opposed to individual invoices for individual works. This means that the invoices provided may cover numerous pieces of work carried out at various locations. However, they will also submit a breakdown of the individual works, along with the invoice. Where this is the case, we will provide a copy of the overarching invoice along with an extract within the breakdown which will confirm details of the works carried out at your estate.

4. Management fees, we do not provide invoices for management fees. Our guide to fees and charges explains what your management fee covers.

When will I get access to inspect the documents?

Access will be provided within 30 days of your request. When we receive your request, we will call or email you to acknowledge receipt and to clarify what information you require. We will give you a reference number which you should keep safe, you will need it whenever you contact us about your request.

What if I want documents for previous years?

We are only required to provide documents for inspection relating to the most recent year end under S22. If you would like copy documents for prior years, we may be able to provide these for an additional fee. We will only ever provide copies of documents going back a maximum of 2 complete financial years.

Are the documents mine to keep?

Initially the documents are made available for you to view. This is done by giving you access to a secure Teams Channel. You can view the documents as often as you like, and we will make them available for 2 months. After 2 months your access to the file will expire and you won't be able to view the documents anymore.

What if I want copies of files for more than 2 months?

If you want copies of documents, we can provide these for a fee. Our current fees are 50p per page. Fees are reviewed regularly, and you should check our website for our latest fees.

What if I see something on a document that I want to query?

If you spot something that you need further explanation for, please let us know by emailing info@s4bmanchester.co.uk and quote the reference number you have been given. Give us as much information as possible about the query so we can respond quickly. We aim to respond to queries within 10 working days, but we will tell you if we need longer.

I have spotted a mistake; will you correct it?

If you think we have made a mistake let us know by emailing info@s4bmanchester.co.uk and quote the reference number, you have been given. We will investigate and if we find a genuine mistake has been made, we will confirm how and when we will correct it. Please give us as much information as possible about the suspected mistake so we can investigate quickly.

I am not happy with these costs, what can I do?

We will always try to resolve your queries to your satisfaction by providing clear and transparent information. If we are unable to resolve your query, you can ask for a determination at the First-tier Tribunal (Property Chamber) (FTT).

Costs associated with this will be paid for by you. It can take some time for a claim to progress through the tribunal and the FTT are responsible for keeping you updated on your application.

You may contact the First-tier Tribunal (Property Chamber) using the following information:

1st Floor Piccadilly Exchange,
2 Piccadilly Plaza,
Manchester,
M1 4AH.

Email:	rpnorthern@justice.gov.uk,
Telephone:	0161 237 9491.
Website	gov.co.uk/courts-tribunals/first-tier-tribunal-property-chamber

Is there a deadline for making requests?

Yes, your request must be made within 6 months from the date you receive the end of year accounts. Final accounts are issued by 30 September so your request must be made by 31 March.

What if I miss the deadline?

If you miss the deadline, we can provide access to documents for a fee. Please see our guide to fees on our website for our current fees.

I need some more information or have questions not answered in this guide

If you still have questions or queries, please email us at info@s4bmanchester.co.uk